

### Amerigroup Kansas, Inc. child welfare contractor desk aid

Prior to calling on behalf of a member, please be prepared to provide the following member authentication information:

1. Member name
2. Member date of birth
3. Member Medicaid ID number or Amerigroup ID number

Amerigroup case management and benefits information	
Amerigroup Member Services	1-800-600-4441
Amerigroup Provider Services	1-800-454-3730
Behavioral Health Case Management (serious emotional disturbance or autism waiver, foster care, substance use disorder)	Kristin.Gernon@amerigroup.com 1-877-434-7579, ext. 50105
Physical Health Case Management	1-800-454-3730 Ask to speak to a physical health case manager
Long Term Services and Supports (frail and elderly, traumatic brain injury, physically disabled, technology assisted or intellectual/developmentally disabled waiver)	kscasespec@amerigroup.com 1-877-434-7579, ext. 50103
Health Homes department	kshealthhome@amerigroup.com 1-877-434-7579, ext. 35808
Psychiatric residential treatment facility consultation request	By phone: 1-800-454-3730 By fax: 1-877-434-7578 Email: prtfr@amerigroup.com
Ashley Sturdivant, Behavioral Health Case Manager	1-877-434-7579, ext. 50105
Access2Care transportation	1-855-345-6943
Amerigroup 24-hour Nurse HelpLine	1-866-864-2544
Scion Dental	1-855-866-2627
Ocular Benefits	1-855-866-2623

### How to obtain an Amerigroup member ID card

1. Call Member Services at 1-800-600-4441 to request a new ID card be mailed to the member.
2. Download the Amerigroup mobile app. With the application, you can show, email or fax your member ID card to your doctor, pharmacy or hospital. For iPhone®, iPad® or iPod touch®, go to the app store to download the app. For Android™ smartphone or tablets, go to Google Play™ to install the mobile app.
  - Enter the member's Amerigroup ID number  
(If the member ID is unknown, please call Member Services at 1-800-600-4441)
  - Enter member's ZIP code
3. Go to the Amerigroup member website at [myamerigroup.com/KS](http://myamerigroup.com/KS) to print a copy of the ID card.
  - Choose **Member ID Cards**
  - Choose **Print your card** to register and log in
  - Be prepared to enter the following information
    - Member's last name
    - Date of birth
    - Member's ZIP code